



Request for City Council Committee Action from the Information Technology Department

Date May 7, 2012

To: The Honorable Betsy Hodges, Chair, Ways and Means Committee

Subject: Execute Contract with TowXchange, Inc for Towing Management Software and Maintenance Services

Recommendation Authorize proper City officials to execute a five-year contract with TowXchange, Inc, not to exceed \$125,000 for hosted software, maintenance and support for the Impound Lot's towing management system.

Prepared by Elise Ebhardt, Interagency Coordinator, 673-2026

Submitted by Otto Doll _____, 673-3633
Chief Information Officer

Approved by Jayne Baccus Khalifa _____
City Coordinator (Interim)

Presenter in Committee Otto Doll

Policy Review Group X Not Applicable

Permanent Review Committee (PRC) X Pending Approval on 5/3/12

Financial Impact: None. No additional appropriation is requested.

Financial Impact (Check those that apply)

- X No financial impact (If checked, go directly to Background/Supporting Information)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):
- X Request provided to department's finance contact prior to the Committee Coordinator

Background/Supporting Information

The City currently has a standard agreement with TowXchange, Inc. for support and maintenance services for the Public Works Impound Lot's towing management system (C-28158 established in June 2009). This initial three year agreement is set to expire on May 31, 2012.

The system is comprised of several core components to manage towing operations for the City as well as for recording private party towing within the city. The system includes:

- TOPS – towing management application (hosted software)
- TOPS Web – a web-enabled application for dispatching to contract tow operators
- TOPS Link – a web-enabled application to allow private party tow operators to report Private Property Impound (PPI) tows to the city and
- TOPS Search – a web-enabled application to allow searching for vehicles towed by the City or by private party towing operators.

Public Works and the IT Department would like to continue to use the TOPS system with TowXchange for five more years. With the approval of the Permanent Review Committee, IT would like to execute a new contract.

Action Requested

Authorize proper City officials to execute a five-year contract with TowXchange, Inc, not to exceed \$125,000 for hosted software, maintenance and support for the Impound Lot's towing management system.

This request is pending the approval of the Permanent Review Committee on May 3, 2012. Public Works is providing the funding for the contract expenses; there is no financial impact to the IT Department.